

## **Grievance Procedures: Parents**

### **Guidelines for Dealing with Parent/Staff Conflict:**

1. The parent should discuss the issue with the staff member concerned.
  2. If the parent still feels action is necessary after discussion with the relevant staff member they should discuss the matter with the Director.
  3. If the parent is still unhappy with the situation the Director can offer to take the matter to the Management Committee for guidance.
- or**
- The parent can write directly to the Management Committee to explain the problem.
4. The Management Committee will advise the Director of its decision and the Director will convey that finding to the parent concerned.
- or**
- The Management Committee will write directly to the parent concerned to advise of its decision. The Director will also be advised of the decision.
5. If the parent is still unhappy with the outcome, the Management Committee may consider arrangement for external mediation on the issue.

### **Guidelines for Dealing with Parent/Management Conflict**

1. The parent should discuss the problem with the Director.
  2. If the parent still feels action is necessary after discussion with Director they should ask the Director to raise the issue with the Management Committee of the Centre.
- or**
- The parent can write directly to the Management Committee to explain the problem.
3. The Management Committee will advise the Director of its decision and the Director will convey that finding to the parent concerned.
- or**
- The Management Committee will write directly to the parent concerned to advise of its decision. The Director will also be advised of the decision.
4. If the parent is still unhappy with the situation they can request a meeting with the Management Committee to discuss the matter further. After this meeting the Management Committee will write directly to the parent to advise of its final decision and why this was made.
  5. If the parent is still unhappy with the outcome, the Management Committee may consider arrangement for external mediation on the issue.

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In case of any complaints please contact:

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